

vtech®

Innovation Beyond Technology™

User's manual

www.vtechcanada.com



Model:
CD1291

**Corded telephone with
answering system**

Congratulations

on purchasing your new VTech product. Before using this telephone, please read **Important safety instructions** on page 61 of this manual.

This manual has all the feature operations and troubleshooting necessary to install and operate your new VTech telephone. Please review this manual thoroughly to ensure proper installation and operation of this innovative and feature rich VTech product. For support, shopping, and everything new at VTech, visit our website at www.vtechcanada.com, or call 1 (800) 267-7377.



Telephones identified with this logo have reduced noise and interference when used with most T-coil equipped hearing aids and cochlear implants. The TIA-1083 Compliant Logo is a trademark of the Telecommunications Industry Association. Used under license.

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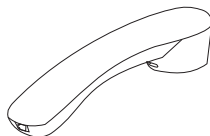
Getting started

Parts checklist

Your telephone package contains the following items. Save your sales receipt and original packaging in the event warranty service is necessary.



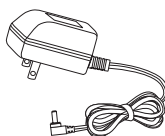
Telephone base with mounting
bracket installed



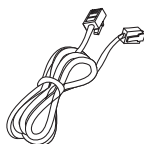
Corded handset



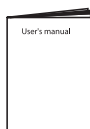
Coiled handset cord



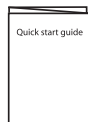
Power adapter



Telephone line cord



User's manual



Quick start guide

Getting started

Telephone base layout

MENU

Press to enter the menu (page 13).

While reviewing the call history, press to store the displayed name and number in the directory (page 41).

SELECT

While using the menu, press to save the setting and move to the next menu option (page 13).

While reviewing the call history, press to show dialing formats (page 39).

MEM

Press to access one-touch or speed dial memory (pages 25 and 28).

M1, M2, M3

Press to access one-touch memory (page 26).

REMOVE

While reviewing the call history, press and hold to clear all the call history entries (page 42).

While reviewing the one-touch memory, speed dial memory, directory or call history entries, press to delete an entry (pages 27, 30, 34 and 42).

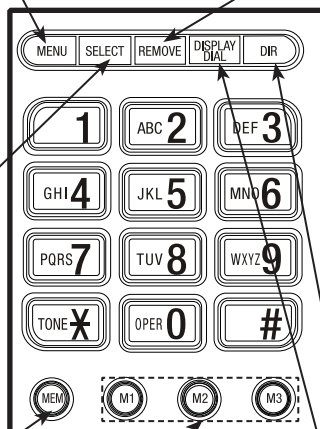
While entering names (or numbers), press to backspace and erase a character or digit (page 32).

DIR

Press to enter the directory (page 33).

DISPLAY DIAL

Press to dial the number currently displayed (pages 26, 29, 33 and 39).



Getting started

REDIAL/PAUSE

While using the handset or speakerphone, press to dial the last number dialed (page 20).

While editing numbers in the one-touch memory, speed dial memory or directory, press to copy the last number dialed (pages 25, 28 and 32).

While entering numbers, press to insert a four-second dialing pause (page 19).

FLASH

During a call, press to receive an incoming call if you subscribe to call waiting service provided by your telephone service provider (page 21).

Press to cancel an operation and return to idle mode (page 13).

CID/▲

Press to display the call history (page 38).

While using the menu, press to scroll through the settings (page 13).

While reviewing the directory or call history, press to scroll up (pages 33 and 38).

CID/▼

Press to display the call history (page 38).

While using the menu, press to scroll through the settings (page 13).

While reviewing the directory or call history, press to scroll down (pages 33 and 38).

◀ VOLUME

When the telephone is idle, press to adjust the ringer volume (page 22).

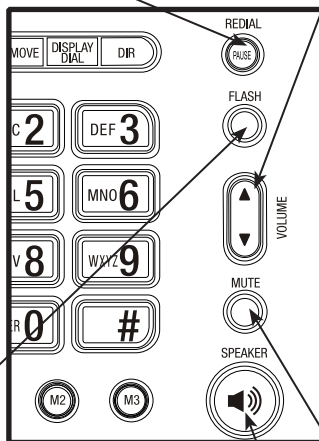
While using the handset, press to adjust the listening volume on the handset (page 22).

While using the speakerphone, press to adjust the listening volume on the speakerphone (page 22).

While playing back messages, press to adjust the playback volume (page 46).

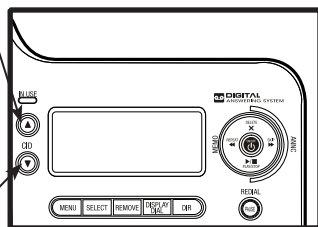
MUTE

During a call, press to mute the handset or speakerphone microphone. Press again to resume your conversation (page 20).



🔊 SPEAKER

Press to turn on the base speakerphone. Press again to end the call (page 19).



Getting started

◀ REPEAT/MEMO

While the telephone is playing the day and time the current message was received, press to go back to the previous message (page 46).

After the telephone plays the day and time the current message was received, press to repeat the current message (page 46).

Press to record memos (page 48).

⏻ ON/OFF

Press to turn the answering system on or off (page 43).

✕ DELETE

Press to delete the message currently playing (page 46).

Press twice to delete all old messages (page 47).

▶ SKIP/ANNC

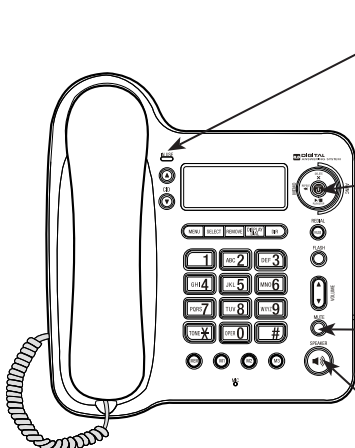
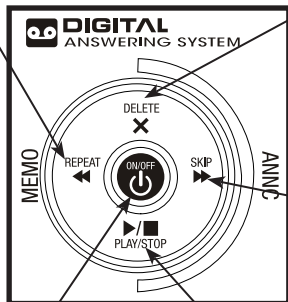
Press to skip to the next message (page 46).

Press to record or play the outgoing announcement (pages 44 and 45).

▶/■ PLAY/STOP

Press to start or stop message playback (page 46).

Press to stop recording (pages 44 and 48).



IN USE light

On when the line is in use or the answering system is answering a call.

Flashes when the telephone is ringing.

⏻ ON/OFF light

On when the answering system is on.

Flashes when there are new (unreviewed) messages.

MUTE light

On when the microphone is muted.

🔊 SPEAKER light

On when the speakerphone is in use.

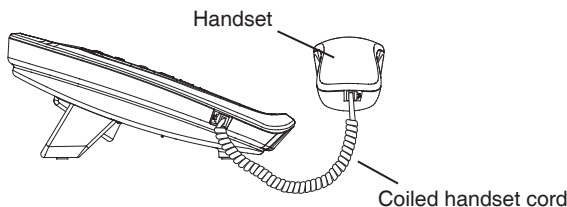
Getting started

Telephone installation

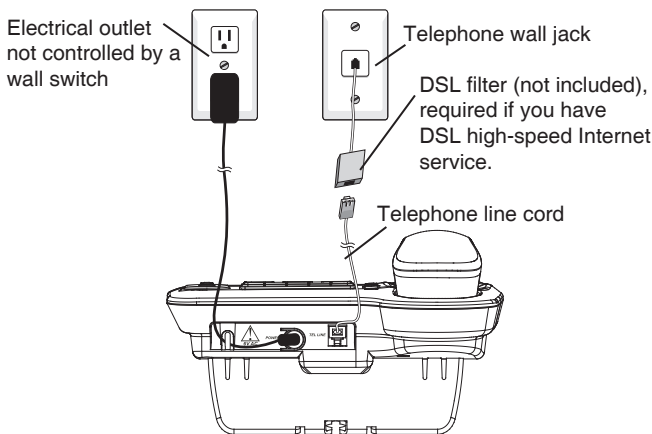
If you subscribe to high-speed Internet service (digital subscriber line - DSL) through your telephone line, you must install a DSL filter between the telephone line cord and the telephone wall jack. The filter prevents noise and caller ID problems caused by DSL interference. Please contact your DSL service provider for more information about DSL filters.

Follow the steps below to install the telephone.

1. Plug one end of the coiled handset cord into the handset jack on the left side of the telephone base. Plug the other end into the handset and hang up.



2. Plug one end of the telephone line cord into the **TEL LINE** jack on the back of the telephone base. Plug the other end of the telephone line cord into a telephone wall jack.
3. Plug the small end of the power adapter into the **POWER** jack on the back of the telephone base. Plug the large end into an electrical outlet not controlled by a wall switch.



Getting started

4. Lift the handset or press  **SPEAKER** to check for a dial tone.

note

- Use only the power adapter provided with this product. To obtain a replacement, visit our website at www.vtechcanada.com or call 1 (800) 267-7377.
- The power adapter is intended to be correctly oriented in a vertical or floor mount position. The prongs are not designed to hold the plug in place if it is plugged into a ceiling, under-the-table or cabinet outlet.
- You can use this telephone without AC power. Without power, the telephone's functionality is limited to making or answering calls using the handset, and adjusting the handset listening volume. For optimal performance, power your telephone with the supplied power adapter.

Getting started

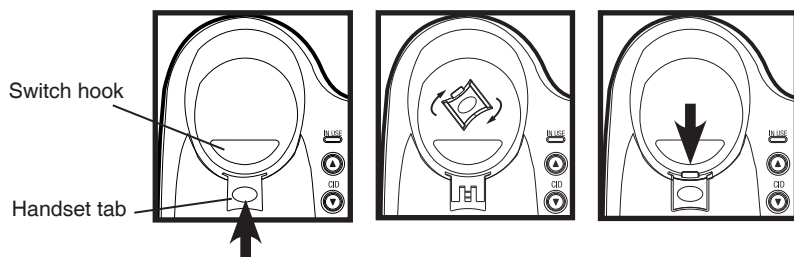
Installation options

The telephone base comes with the bracket attached for tabletop use. If you want to mount your telephone on a wall, use the provided mounting bracket to connect with a standard dual-stud telephone wall-mounting plate. If you do not have this mounting plate, you can purchase one from many hardware or consumer electronic retailers. Professional assistance may be required to install the mounting plate.

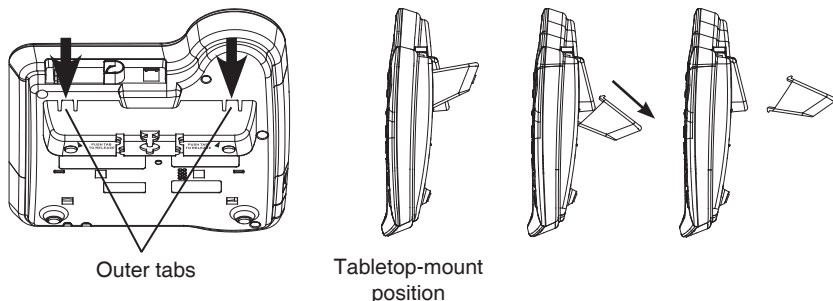
Tabletop to wall-mount installation

Before installing the telephone base in the wall-mount position, unplug the power adapter from the electrical outlet and unplug the telephone line cord from the telephone wall jack.

1. Lift the handset and place it aside. Hold down the switch hook on the telephone base, then slide the handset tab upwards to remove it from the slot. Rotate the handset tab 180 degrees. Push the handset tab down into the grooves so it clicks into position.

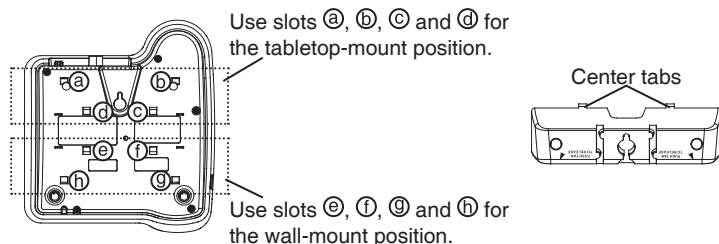


2. Hold the telephone base with both hands. Press on the outer tabs as shown below to release the mounting bracket. Lift the mounting bracket away.

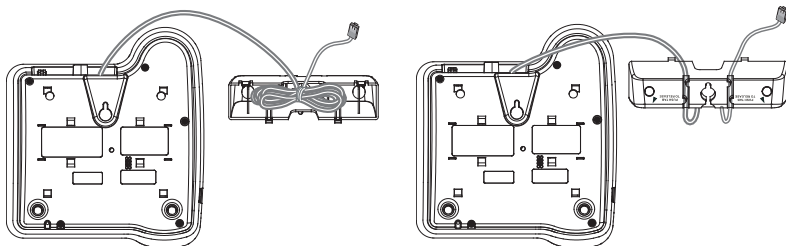


Getting started

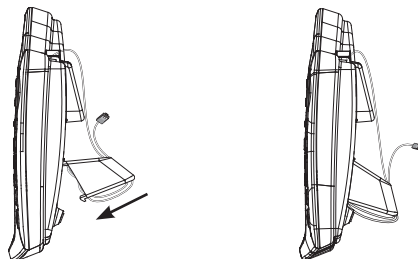
3. Rotate the mounting bracket 180 degrees.



4. Plug one end of the telephone line cord into the **TEL LINE** jack on the back of the telephone base. Bundle the telephone line cord and secure it with a twist tie. Place the bundled telephone line cord inside the mounting bracket. Route the telephone line cord through the slots of the mounting bracket.

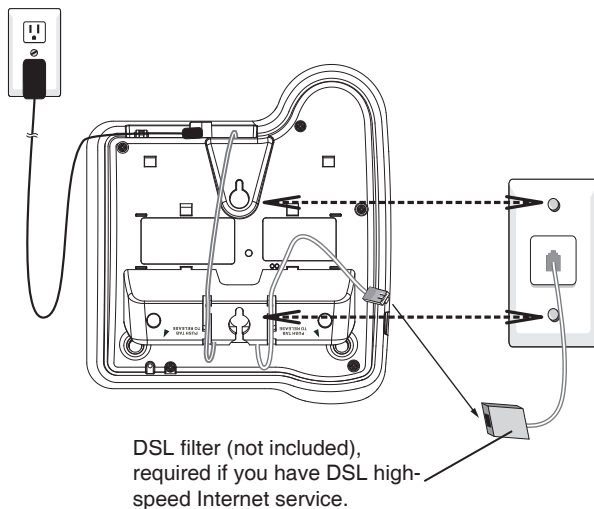


5. Insert the center tabs of the mounting bracket in slots e and f. Snap the outer tabs of the mounting bracket in slots g and h.

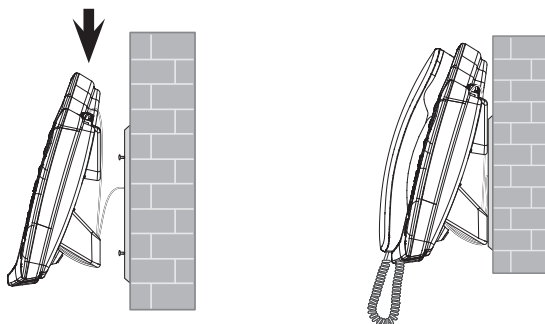


Getting started

6. Plug the other end of the telephone line cord into a telephone wall jack.
7. Plug the small end of the power adapter into the **POWER** jack on the back of the telephone base. Plug the large end into an electrical outlet not controlled by a wall switch.



8. Place the telephone just above the telephone outlet mounting studs. Slide the telephone down until the telephone is held securely on the studs. Place the handset in the telephone base.

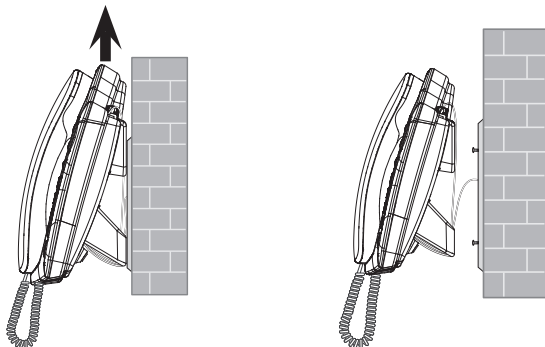


Getting started

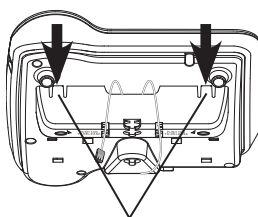
Wall-mount to tabletop installation

To change the telephone base from the wall-mount position to tabletop position, follow the steps below.

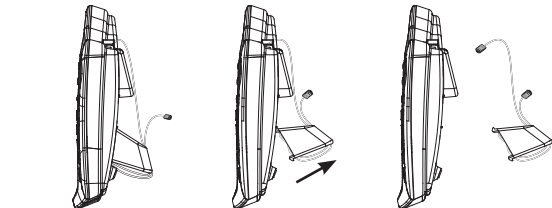
1. Unplug the large end of the power adapter from the electrical outlet.
Unplug the small end of the power adapter from the **POWER** jack on the back of the telephone base.
2. Slide the telephone base upwards, then pull it away from the mounting studs.



3. Unplug the telephone line cord from the telephone wall jack and the back of the telephone base. Lift the handset and place it aside.
4. Hold the telephone base with both hands. Press on the outer tabs as shown below to release the mounting bracket. Lift the mounting bracket away.



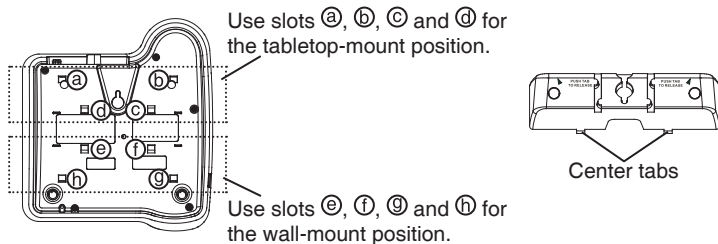
Outer tabs



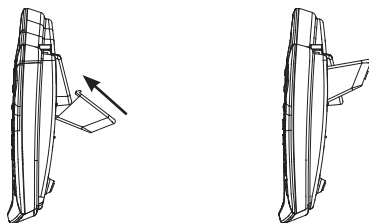
Wall-mount position

Getting started

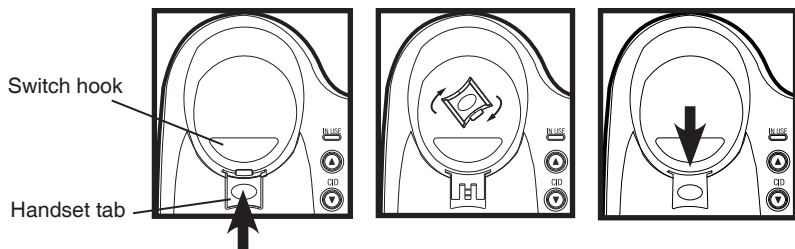
5. Remove the telephone line cord from the slots of the mounting bracket. Remove the telephone line cord from the mounting bracket. Untie the bundled telephone line cord.
6. Rotate the mounting bracket 180 degrees.



7. Insert the center tabs of the mounting bracket in slots ③ and ④. Snap the outer tabs of the mounting bracket in slots ① and ②.

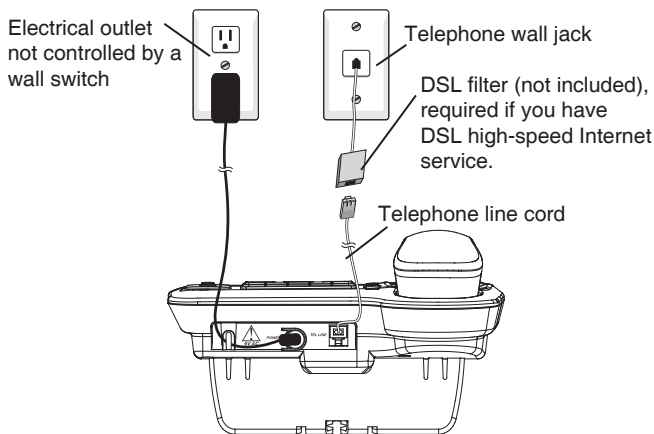


8. Hold down the switch hook on the telephone base, then slide the handset tab upwards to remove it from the slot. Rotate the handset tab 180 degrees. Push the handset tab down into the grooves so it clicks into position.



Getting started

9. Plug one end of the telephone line cord into the **TEL LINE** jack on the back of the telephone base. Plug the other end of the telephone line cord into a telephone wall jack. Place the handset in the telephone base.
10. Plug the small end of the power adapter into the **POWER** jack on the back of the telephone base. Plug the large end into an electrical outlet not controlled by a wall switch.

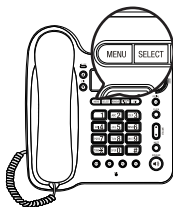


Telephone settings

Set features

To change the telephone settings:

1. Press **MENU** repeatedly until the screen shows the desired feature.
2. Press **CID/▲** or **CID/▼** until the screen displays your selected setting. Refer to **Feature summary** on this page for a full description of the features and your choices.
3. Press **SELECT** or **MENU** to save your selection and automatically move to the next option. When you finish setting features, the telephone automatically returns to standby after 30 seconds, or you can press **FLASH** to exit programming immediately.



note

You can exit feature setup at any time by pressing **FLASH** or by lifting the handset when there is no incoming call.

Feature summary

Default settings are indicated below by an asterisk (*) symbol.

Feature/options	Function
SET TIME/DATE --:-- :---	Set the date and time. Use the dial pad keys to change the digits. Refer to Set date and time on page 16 for details.
SET CONTRAST 1, 2*, 3, 4	Adjust screen brightness to a comfortable level, from 1 (light) to 4 (dark).
CALL LOG ALL CALLS* NO CALLS	Choose whether incoming calls are stored or not. The telephone stores all calls received. The telephone does not store call history.
REPEATED CALLS COMBINED SEPARATE*	Choose how calls from the same number are displayed in the call history. The screen shows only the most recent call from a particular number. REP displays to indicate multiple calls from that number. Each call from a particular number is listed separately.

Telephone settings

Feature/options	Function
CALL LIST ORDER BY TIME* NEW CALL FIRST	Choose in what order received calls are displayed. Reverse order. Last call received is displayed first. Unreviewed calls are displayed first, then calls by time.
LANGUAGE ENGLISH* ESPANOL FRANCAIS	Choose whether the display text appears in English, Spanish, or French.
HOME AREA CODE HAC - - -	Set the telephone to recognize calls from your area code (7 digit local dialing). Refer to Set home area code on page 17 for details.
LOCAL AREA CODE LAC 1 - - - LAC 2 - - - LAC 3 - - - LAC 4 - - -	Program up to four local area codes that do not require dialing a 1 before them (10 digit local dialing). Refer to Set local area code on page 18 for details.
DIAL TYPE TONE* PULSE	Set tone (touch-tone) or pulse (dial-pulse) dialing. <div> <div>note</div> If you have dial-pulse dialing service only, you can temporarily switch from dial-pulse to touch-tone dialing during a call (see Temporary tone dialing on page 21). </div>
# OF RINGS 2, 3, 4*, 5, 6, 7, tS 2-4, tS 4-6	Set how many times the telephone rings before the answering system picks up the call. If you choose tS 2-4 (or tS 4-6), the answering system answers after two (four, if you select tS 4-6) rings if there are new messages. When there are no new messages, the answering system answers after four (six, if you select tS 4-6) rings. When retrieving messages from a long distance call, disconnect your call after three (five, if you select tS 4-6) rings to avoid long distance charges (also known as toll saver).
MESSAGE ALERT ON OFF*	Turn the audible message alert on or off. The telephone beeps every 15 seconds when there are new messages. No audible message alert.

Telephone settings

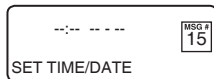
Feature/options	Function
REMOTE CODE 500*	Select a three-digit number to allow remote access from another telephone (away from your home or office). Refer to Remote access on page 50 for details.
PRIORITY CODE 999*	Select a three-digit number as your priority code for the answering system. Refer to Priority call on page 49 for details. <div>note To avoid confusing the answering system, the priority code you entered should be different from the remote code.</div>
CALL SCREENING ON* OFF	Choose whether incoming messages are played through the speaker while they are being recorded. The incoming messages are played through the speaker while they are being recorded. The speaker does not play incoming messages while they are being recorded. Refer to Call screening on page 49 for details.

Telephone settings

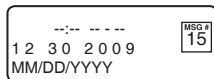
Set date and time

When the telephone is idle, the screen shows the date and time. The month, day and time can be set manually or automatically by incoming caller ID information.

1. Press **MENU**. The screen shows **SET TIME/DATE**.

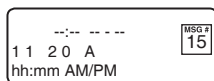


2. Press **SELECT** to show **MM/DD/YYYY**.



3. Use the dial pad keys (**0** through **9**) to set the blinking digit. To enter a number that is less than 10, you must enter a zero (0) before the number. Use **cid/▲** or **cid/▼** to move to the next or previous digit.

For example, to enter the month of March, you must enter 03.



4. Press **SELECT**. The screen shows **hh:mm AM/PM**.

5. Use the dial pad keys (**0** through **9**) to set the blinking digits. To enter a number that is less than 10, you must enter a zero (0) before the number.

For example, to enter 2 o'clock, you must enter 02.

6. Press **cid/▲** to select **A** (for AM) or **cid/▼** to select **P** (for PM).

7. Press **SELECT** or **MENU** to save the new setting and move to the next option.

note

- If the date and time are not set and the telephone is powered up, **SET CLOCK** flashes on the screen.
- The month, day and time can be set automatically by incoming caller ID information only if you subscribe to caller ID service provided by your telephone service provider (see **About caller ID** on page 35).
- Setting the date and time in this menu also sets the date and time for the answering system. Before playing each message, the answering system announces the day and time the message was received (see **Information about messages** on page 46). Before using the answering system, use this menu to set the year so that the system can determine the correct day of the week. If you do not subscribe to caller ID service provided by your telephone service provider, you also have to set the day and time, so that messages are dated correctly.

Telephone settings

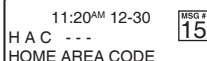
Set home area code

You must program your area code so your telephone can properly recognize and dial calls.

For calls within your area code:

If you dial:	Enter in step 2:
7 digits (telephone number, no area code)	Your area code
10 digits (area code + telephone number) -OR- 11 digits (1 + area code + telephone number)	000

1. Press **MENU** repeatedly until the screen shows **HOME AREA CODE**.
2. Use the dial pad keys (**0** through **9**) to enter three digits of your home area code. Use **CID/▲** or **CID/▼** to move to the next or previous digit.
3. Press **SELECT** or **MENU** to save the setting. The local area code setup screen displays.



Telephone settings

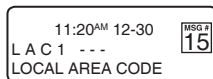
Set local area code

You can program up to four local area codes. A local area code is an area code that must be dialed with the telephone number, even though you are making a local call.

For calls outside your area:

For:	If you dial:	Enter in step 2:
Calls within your local calling area	10 digits (area code + telephone number)	All area codes that do not require a 1 before them (you can program up to four).
If you dial 10 digits (area code + telephone number) for calls within your own area code, include your area code as a local area code.		

1. Press **MENU** repeatedly until the screen shows **LOCAL AREA CODE**.
2. Use the dial pad keys (**0** through **9**) to enter three digits of the first local area code in **LAC 1**. Use **cid/▲** or **cid/▼** to move to the next or previous digit. Press **SELECT** repeatedly to advance to the next local area code (**LAC 2**, **LAC 3** or **LAC 4**).
3. Press **SELECT** or **MENU** to save your setting and move to the next option when you have finished entering local area codes.



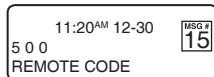
note

If you do not need to program local area codes, press **SELECT** repeatedly until the **DIAL TYPE** screen appears, or press **FLASH** to return to the idle screen.

Set remote code

You can program a remote code to allow remote access from another telephone away from your home or office.

1. Press **MENU** repeatedly until the screen shows **REMOTE CODE**.
2. Use the dial pad keys (**0** through **9**) to enter three digits of your remote code. Use **cid/▲** or **cid/▼** to move to the next or previous digit.
3. Press **SELECT** or **MENU** to save the setting and move to the next option when you have finished entering remote code.



Telephone operation

Making and answering a call

Using handset

To make a call:

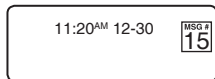
- Lift the handset, wait for the dial tone, and then dial a number.

To answer a call:

- Lift the handset.

To end a call while using the handset:

- Place the handset in the telephone base.



Using speakerphone

To make a call:

- Press **SPEAKER** then dial a number.

To answer a call:

- Press **SPEAKER**.

To end a call while using the speakerphone:

- Press **SPEAKER**.



On-hook dialing (predialing)

1. Use the dial pad keys to enter a telephone number.

- Press **REDIAL/PAUSE** to insert a four-second dialing pause.
- Press **REMOVE** to backspace and erase a digit.
- Press **FLASH** to return to idle mode.

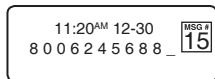
-OR-

Wait 15 seconds and the telephone returns to idle mode automatically.

2. Press **DISPLAY DIAL** and then lift the handset to call.

-OR-

Press **DISPLAY DIAL** to call using the speakerphone.



Switching between handset and speakerphone

To switch from handset to speakerphone during a call:

- Press **SPEAKER** then place the handset in the telephone base.

To switch from speakerphone to handset during a call:

- Lift the handset.

note

Numbers longer than 32 digits cannot be saved. If you try to save a number longer than 32 digits, you will hear an error tone.

Telephone operation

Last number redial

Use the following steps to display and dial the last dialed number from this telephone (up to 32 digits).

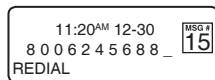
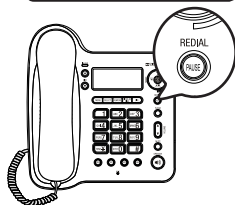
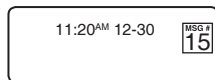
1. Lift the handset or press **■** **SPEAKER**.
2. Press **REDIAL/PAUSE**. The telephone dials the number automatically.

-OR-

1. When the telephone is idle, press **REDIAL/PAUSE** to show the last dialed number.
2. Press **DISPLAY DIAL** and lift the handset to call.

-OR-

Press **DISPLAY DIAL** to call using the speakerphone.



note

The screen can show up to 12 digits at a time. If the last number dialed is longer than 12 digits, the screen only shows the last 12 digits.

Mute

Use this feature during a telephone conversation to silence the handset or speakerphone microphone.

To mute the call:

- During a telephone conversation, press **MUTE** to silence the microphone. The **MUTE** light turns on. You hear the other party, but the other party does not hear you.

To un-mute the call:

- Press **MUTE** and resume speaking. The **MUTE** light turns off.

-OR-

Mute is automatically canceled when you end the call.



note

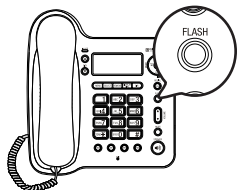
Switching between the handset and speakerphone cancels the mute function.

Telephone operation

Flash/call waiting

If you subscribe to call waiting service from your telephone service provider, you hear a beep if someone calls you while you are already on a call.

- Press **FLASH** to put your current call on hold and take the new call.
- Press **FLASH** anytime to switch back and forth between calls. For more information on caller ID with call waiting, refer to **About caller ID** on page 35.



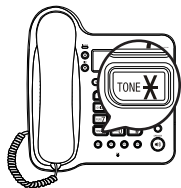
note

- Use **FLASH** to access other telephone subscriber services, as described by your telephone service provider.
- The telephone cannot display the caller ID information if another telephone on the same line is in use.

Temporary tone dialing


If you have dial-pulse (rotary) dialing service only, use this feature to temporarily switch from dial-pulse to touch-tone dialing during a call.

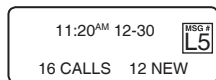
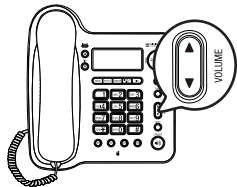
1. Make a call.
2. Press **TONE***. The telephone sends touch-tone signals.
3. The telephone automatically returns to pulse dial mode after you end the call.



Telephone operation

Ringer volume

When the telephone is idle, press **↕VOLUME** to set the ringer volume to **L0 - L8**. When set to **L0** to turn the ringer off, the screen shows .

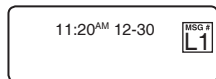


note

- The volume of the priority call tone cannot be adjusted. Refer to **Priority call** on page 49 for details.
- If you have reached the highest or lowest setting when you press **↕VOLUME**, the telephone beeps three times.
- If the telephone is without AC power, the ringer volume automatically resets to **L5**.

Handset volume

While using the handset, press **↕VOLUME** to set the handset listening volume to **L1, L2, L3, or L4**.

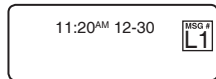


note

- If the telephone is without AC power, the handset listening volume automatically resets to **L1**.
- If you have reached the highest or lowest setting when you press **↕VOLUME**, the telephone beeps three times.

Speakerphone volume

While using the speakerphone, press **↕VOLUME** to set the speakerphone listening volume to **L1 - L6**.



note

- After a power outage, once the phone regains power, the speakerphone listening volume automatically resets to **L1**.
- If you have reached the highest or lowest setting when you press **↕VOLUME**, the telephone beeps three times.

Telephone operation


Chain dialing

Use this feature to dial numbers stored in one-touch memory locations, speed dial memory locations, directory or call history while you are on a call.

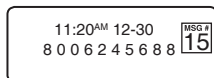
Chain dialing is useful if you need to access numbers other than telephone numbers (such as bank account numbers or access codes) from one-touch memory locations, speed dial memory locations, directory or call history.

1. Lift the handset.

-OR-

Press  **SPEAKER** to use the speakerphone.

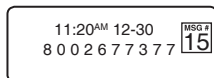
2. Wait for a dial tone. If necessary, use the dial pad keys to manually dial a number first.



3. To dial a number:

- From a one-touch memory location:

Press the desired one-touch key (**M1**, **M2** or **M3**).
The telephone automatically dials the number stored in it.

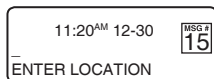


-OR-

- From a speed dial memory location:

a. Press **MEM**. The screen shows **ENTER LOCATION**.

b. Press a key (**0** through **9**) to choose the desired entry. The telephone automatically dials the number.



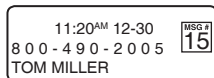
-OR-

- From the directory:

a. Press **DIR** to enter the directory.

b. Press **CID/▲** or **CID/▼** to scroll or press the dial pad keys to find the desired entry.

c. Press **DISPLAY DIAL**. The telephone automatically dials the displayed number.



-OR-

- From the call history:

a. Press **CID/▲** or **CID/▼** to enter the call history.

b. Press **CID/▲** or **CID/▼** to scroll to the desired entry.

c. Press **DISPLAY DIAL**. The telephone automatically dials the displayed number.



Telephone operation

Line power mode (no AC power)

This telephone provides minimal functionality during a power failure. When AC power is not available, the screen is blank and many telephone features do not function. Only touch-tone dialing and handset listening volume adjustment are supported. The telephone uses power from the telephone line to enable you to make and answer calls using only the handset and dial pad keys.

To make a call during a power failure

1. Lift the handset and wait for the dial tone. The screen shows **NO AC POWER**.
2. Slowly dial a telephone number using the dial pad keys. Wait to hear each key tone and make sure the digit appears on the screen before pressing the next dial pad key.

note

If the telephone is not powered by the supplied power adapter, there is a delay when dialing digits.

To answer a call during a power failure

- Lift the handset.

note

The screen does not show incoming caller ID information during a power failure.

To set the handset volume during a power failure

- While using the handset, press **↕VOLUME** to set the listening volume from the handset to **L1**, **L2**, **L3**, or **L4**.

NO AC POWER

One-touch memory

This telephone has three one-touch memory locations (one-touch keys: **M1**, **M2** and **M3**) where you can store telephone numbers you wish to dial quickly.

Each one-touch memory location can store a telephone number with up to 24 digits.

One-touch storage

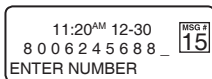
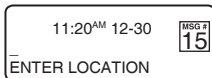
Use the following steps to store a telephone number in the desired one-touch memory location.

1. When the telephone is idle, press **MEM**. The screen shows **ENTER LOCATION**.
2. Press **SELECT**. The screen shows **ENTER NUMBER**.
3. To copy the last number dialed, press **REDIAL/PAUSE** (up to 24 digits).

-OR-

Use the dial pad keys to enter the telephone number (up to 24 digits).

- To backspace and erase a digit, press **REMOVE**.
 - To insert a four-second dialing pause, press **REDIAL/PAUSE**. A **P** appears on the screen.
4. Press a one-touch key (**M1**, **M2** or **M3**) to choose the desired one-touch memory location for the new entry. The screen shows **STORED** with a confirmation tone.



note

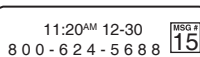
- If you enter more than 24 digits in step 3, the screen shows **ONLY 24 ALLOWED** with an error tone.
- If the one-touch memory location you selected in step 4 is occupied, the new telephone number replaces the old one. Take caution not to replace entries you do not wish to delete from the one-touch memory locations.

One-touch memory

To review one-touch numbers

Use the following steps to review one-touch numbers.

1. When the telephone is idle, press a one-touch key (**M1**, **M2** or **M3**) to choose the desired one-touch memory location. The telephone shows the telephone number stored in the location.



11:20AM 12-30 MSG #1
800-624-5688 15

2. Press **FLASH** to return to idle mode.

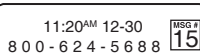
note

- If there is no number in the one-touch location you selected in step 1, the telephone shows -----.
- The screen can show up to 12 digits at a time. If the number is longer than 12 digits, the screen only shows the last 12 digits.

To dial a one-touch number

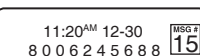
Use the following steps to dial a desired telephone number stored in the one-touch memory location.

1. When the telephone is idle, press a desired one-touch key (**M1**, **M2** or **M3**). The telephone shows the telephone number stored in the selected one-touch key.



11:20AM 12-30 MSG #1
800-624-5688 15

2. Press **DISPLAY DIAL**. The telephone automatically turns on the speakerphone and then dials the displayed telephone number.



11:20AM 12-30 MSG #1
800-624-5688 15

-OR-

Press **DISPLAY DIAL** and lift the handset. The telephone dials the number automatically.

-OR-

1. Lift the handset then wait for the dial tone.

-OR-

Press  **SPEAKER** to use the speakerphone then wait for the dial tone.

2. Press a desired one-touch key (**M1**, **M2** or **M3**). The telephone automatically dials the telephone number stored in the selected one-touch key.

note

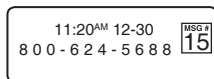
If there is no number in the one-touch location, when you press **DISPLAY DIAL** you will hear an error tone.

One-touch memory

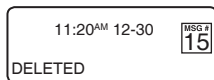
To delete a one-touch number

Use the following steps to delete a telephone number stored in the one-touch memory location.

1. When the telephone is idle, press a one-touch key (**M1**, **M2** or **M3**) to choose the desired one-touch memory location. The telephone shows the telephone number stored in the location.



2. Press **REMOVE**. The screen shows **DELETED** with a confirmation tone and then the screen shows **ENTER LOCATION**. You cannot retrieve an entry once you have deleted it.



3. Press **FLASH** to return to idle mode.

-OR-

1. When the telephone is idle, press **MEM** and then **SELECT**. The screen shows **ENTER NUMBER**.
2. Press a desired one-touch key (**M1**, **M2** or **M3**). The screen shows **DELETED** with a confirmation tone and then the screen shows **ENTER LOCATION**. You cannot retrieve an entry once you have deleted it.

note

If you press **REMOVE** and there is no number in the one-touch location, you will hear an error tone.

Speed dial memory

This telephone has 10 speed dial memory locations (speed dial locations) where you can store telephone numbers you wish to dial quickly.

Each speed dial memory location can store a telephone number with up to 24 digits.

Speed dial storage

Use the following steps to store a telephone number in the desired speed dial memory location.

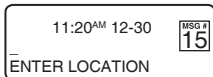
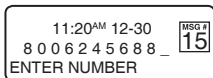
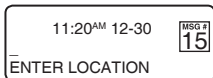
1. When the telephone is idle, press **MEM**. The screen shows **ENTER LOCATION**.
2. Press **SELECT**. The screen shows **ENTER NUMBER**.
3. To copy the last number dialed, press **REDIAL/PAUSE** (up to 24 digits).

-OR-

Use the dial pad keys to enter the telephone number (up to 24 digits).

- To backspace and erase a digit, press **REMOVE**.
- To insert a four-second dialing pause, press **REDIAL/PAUSE**. A **P** appears on the screen.

4. Press **MEM** or **SELECT**. The screen shows **ENTER LOCATION**.
5. Press a dial pad key (**0** through **9**) to choose the desired speed dial memory location for the new entry. The screen shows **STORED** and you will hear a confirmation tone.



note

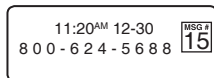
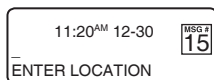
- If you enter more than 24 digits in step 3, the screen shows **ONLY 24 ALLOWED** with an error tone.
- If the speed dial memory location you selected in step 5 is occupied, the new telephone number replaces the old one. Take caution not to replace entries you do not wish to delete from the speed dial memory locations.

Speed dial memory

To review speed dial numbers

Use the following steps to review speed dial numbers.

1. When the telephone is idle, press **MEM**. The screen shows **ENTER LOCATION**.
2. Press a dial pad key (**0** through **9**) to choose the desired speed dial memory location. The telephone shows the telephone number stored in the location.
3. Press **FLASH** to return to the idle mode.



note

- If there is no number in the speed dial location you selected in step 2, the telephone shows -----.
- The screen can show up to 12 digits at a time. If the number is longer than 12 digits, the screen only shows the last 12 digits.

To dial a speed dial number

Use the following steps to dial a desired telephone number stored in the speed dial memory location.

1. Follow steps 1 and 2 in **To review speed dial numbers** on this page to find the desired entry.
2. Press **DISPLAY DIAL**. The telephone automatically turns on the speakerphone and then dials the displayed telephone number.

-OR-

Press **DISPLAY DIAL** and lift the handset. The telephone dials the number automatically.

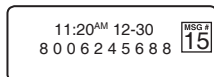
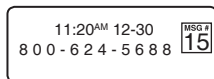
-OR-

1. Lift the handset then wait for the dial tone.

-OR-

Press  **SPEAKER** to use the speakerphone then wait for the dial tone.

2. Press **MEM**. The screen shows **ENTER LOCATION**.
3. Press a dial pad key (**0** through **9**) to choose the desired speed dial memory location. The telephone automatically dials the telephone number stored in the selected speed dial memory location.



note

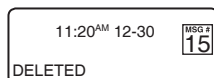
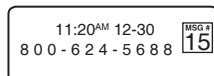
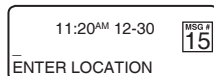
If you press **DISPLAY DIAL** and there is no number in the speed dial memory location, you will hear an error tone.

Speed dial memory

To delete a speed dial number

Use the following steps to delete a telephone number stored in the speed dial memory location.

1. When the telephone is idle, press **MEM**. The screen shows **ENTER LOCATION**.
2. Press a dial pad key (**0** through **9**) to choose the desired speed dial memory location. The telephone shows the telephone number stored in the location.
3. Press **REMOVE**. The screen shows **DELETED** with a confirmation tone and the screen shows **ENTER LOCATION**. You cannot retrieve an entry once you have deleted it.
4. Press **FLASH** to return to idle mode.



-OR-

1. When the telephone is idle, press **MEM**, **SELECT**, and then **MEM**.
2. Press a dial pad key (**0** through **9**) to choose the desired speed dial memory location. The screen shows **DELETED** with a confirmation tone and the screen shows **ENTER LOCATION**. You cannot retrieve an entry once you have deleted it.

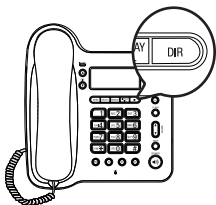
note

If you press **REMOVE** and there is no number in the speed dial memory location, you will hear an error tone.

Directory

This telephone has a directory where you can store up to 25 telephone numbers and names. Numbers can be up to 24 digits and names can be up to 15 characters.

Directory entries are stored in alphabetical order. You may wish to enter names with the last name first to maintain consistency with information stored through the caller ID features of this telephone.



Press **FLASH** while reviewing the directory to exit the directory without saving changes and return to idle mode.

Character chart

Refer to the chart below and use the dial pad keys to enter the letters, digits or symbols. Press the key repeatedly until the desired character shows on the screen.

Dial Key	Characters by number of key press						
	1	2	3	4	5	6	7
1	1	.	,	space	-	/	&
2	A	B	C	2			
3	D	E	F	3			
4	G	H	I	4			
5	J	K	L	5			
6	M	N	O	6			
7	P	Q	R	S	7		
8	T	U	V	8			
9	W	X	Y	Z	9		
0	0						
*	*						
#	#						

Directory

Directory storage

Use the following steps to store a name and telephone number in the directory.

1. When the telephone is idle, press **DIR** to enter the directory.
2. Press **SELECT**. The screen shows **ENTER NUMBER**.
3. To copy the last number dialed, press **REDIAL/PAUSE** (up to 24 digits).

-OR-

Use the dial pad keys to enter the telephone number (up to 24 digits).

- To backspace and erase a digit, press **REMOVE**.
- To insert a four-second dialing pause, press **REDIAL/PAUSE**. A **P** appears on the screen.

4. Press **SELECT**. The screen shows **ENTER NAME**.
5. Use the dial pad keys and **Character chart** on page 31 to enter the letters, digits or symbols (up to 15 characters). Press the key repeatedly until the desired character shows on the screen.

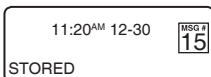
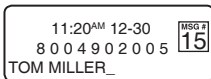
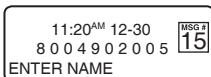
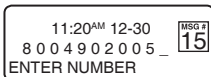
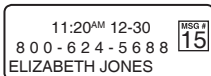
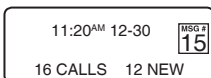
- To backspace and erase a character, press **REMOVE**.

6. Press **SELECT** to save the entry. The screen shows **STORED** with a confirmation tone and then returns to the directory.

7. Repeat steps 2 through 6 to store more directory entries.

-OR-

Press **FLASH** to return to idle mode.



note

- If you enter more than 24 digits in a telephone number in step 3, the screen shows **ONLY 24 ALLOWED** with an error tone.
- If you enter more than 15 characters in a name in step 5, the screen shows **ONLY 15 ALLOWED** with an error tone.
- If there are already 25 stored entries, after you press **SELECT** in step 2, the screen shows **MEMORY FULL** with an error tone and then returns to the directory.

Directory

To review directory entries

Use the following steps to review directory entries.

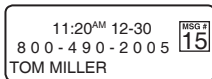
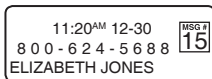
1. When the telephone is idle, press **DIR** to enter the directory.

2. Press **CID/▲** or **CID/▼** to scroll through the directory entries.

-OR-

Press the dial pad key for the first character of the entry you wish to review until the character you are looking for is displayed. Then press **CID/▲** or **CID/▼** to scroll through the entries beginning with this character.

3. Press **FLASH** to return to the idle mode.



note

- If you try to view directory entries when there are no entries, the screen shows **DIRECTORY EMPTY** with an error tone.
- When you reach the end of the directory, the telephone prompts an error tone.
- The screen can show up to 12 digits at a time. If the number is longer than 12 digits, the screen only shows the last 12 digits.

To dial a directory number

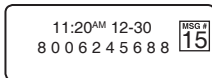
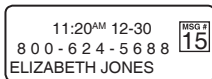
Use the following steps to dial a telephone number stored in the directory.

1. Follow steps 1 and 2 in **To review directory entries** on this page to find the desired entry.

2. Press **DISPLAY DIAL**. The telephone automatically turns on the speakerphone and then dials the displayed telephone number.

-OR-

Press **DISPLAY DIAL** and lift the handset. The telephone dials the number automatically.



Directory

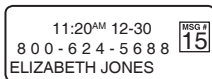
To delete a directory entry

Use the following steps to delete a directory entry.

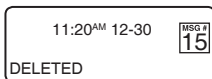
1. When the telephone is idle, press **DIR** to enter the directory.
2. Press **CID/▲** or **CID/▼** to scroll through the directory entries.

-OR-

Press the dial pad key for the first character of the entry you wish to review until the character you are looking for is displayed. Then press **CID/▲** or **CID/▼** to scroll through the entries beginning with this character.



3. Press **REMOVE** to delete the displayed entry. The screen shows **DELETED** with a confirmation tone and then returns to the directory.



4. Press **FLASH** to return to idle mode.

note

Directory entries cannot be edited. If you need to change an entry you must delete the entry and re-enter the information.

Caller ID operation

About caller ID

This telephone has a caller ID feature that works with the caller identification service provided by your telephone service provider. There is a fee for this service, and it might not be available in all areas. This telephone can provide information only if both you and the caller are in areas offering caller identification service, and if both telephone service providers use compatible equipment.

Caller ID with call waiting lets you see who's calling before you answer the call, even when you're on another call.

You may need to change your telephone service to use this feature. Contact your telephone service provider if:

- You have both caller ID and call waiting, but as separate services (you may need combined service).
- You have only caller ID service, or only call waiting service.
- You don't subscribe to any caller ID or call waiting service.

You can use this telephone with regular caller ID service, and you can use this telephone's other features without subscribing to either caller ID or combined caller ID with call waiting services.

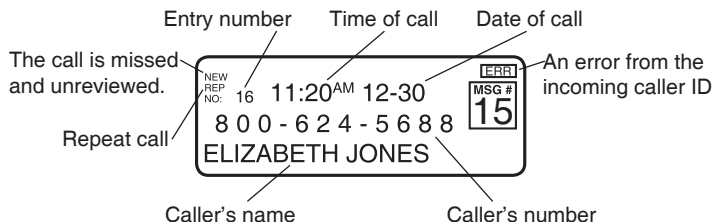
About home area code and local area codes

Always set your home area code, and if you need them, up to four local area codes (see **Set home area code** on page 17 and **Set local area code** on page 18). Entering these area codes affects how numbers are displayed in the call history and makes returning a call from the call history easier (see **To return a call** on page 39).

Caller ID operation

How caller ID works

If you subscribe to caller ID service provided by your telephone service provider, information about each caller is displayed between the first and second ring.



The time and date of the call, the caller's name and telephone number are included on the screen if they were sent by the caller's telephone service provider. Due to regional service differences, the caller ID information might not be available for every incoming call. In addition, the callers might intentionally block their names and/or telephone numbers. Other messages might appear on the screen. Refer to **Caller ID messages** on page 37 for more information.

Caller ID information appears on the screen as long as the telephone rings, for 30 seconds after the caller hangs up, or after the call is answered at another telephone on the same line.

note

If you select **COMBINED** in **REPEATED CALLS** (see **Feature summary** on page 13) and a caller has called more than once, the **REP** icon appears with the caller ID entry.

Caller ID operation

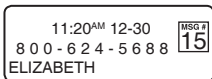
Caller ID messages

Displays:	Means:
PRIVATE NAME	The caller is blocking the name information.
PPP	The caller is blocking the telephone number information.
PRIVATE CALLER	The caller is blocking the name and number information.
UNKNOWN NAME	Your telephone service provider is unable to receive information about this caller's name.
UUU	Your telephone service provider is unable to receive information about this caller's number.
UNKNOWN CALLER	Your telephone service provider is unable to receive information about this caller's name and number.

Memory match

If the incoming telephone number is an exact match with a telephone number in your directory, the name that appears on the screen matches the corresponding name in your directory.

For example, if Elizabeth Jones calls, her name appears as **ELIZABETH** if this is how you entered it into your directory.



How call history works

Information about the last 65 incoming calls is stored in the call history. The most recent call has the highest entry number. (For example, if two calls have been received, the call with the entry number 02 in the call history is the more recent one.) You can review the call history to find out who has called, return the call, save the caller's name and number into the directory, or save the caller's number into one-touch or speed dial memory locations.

When the call history is full, the oldest entry is deleted to make room for new incoming call information.

If a call is answered before the information appears on the screen, it is not saved in the call history.

note

If you choose **NO CALLS** in **CALL LOG** (see **Feature summary** on page 13), the telephone does not store the caller ID information in the call history.

Caller ID operation

Unreviewed and total calls

When your telephone is in idle mode, the screen shows the number of new (missed and unreviewed) calls and the total number of all incoming calls.

Each time you review a call history entry marked **NEW**, the number of new calls decreases by one.

To review call history

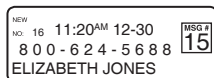
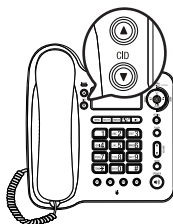
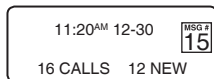
Use the following steps to review the call history.

1. When the telephone is idle, press **CID/▲** or **CID/▼** to enter the call history.
2. If you select **NEW CALL FIRST** in **CALL LIST ORDER** (see **Feature summary** on page 13), press **CID/▼** repeatedly to show the new calls. Once the new calls have been reviewed, all caller ID entries are in chronological order.

-OR-

If you select **BY TIME** in **CALL LIST ORDER** (see **Feature summary** on page 13), the screen shows the caller ID entries in chronological order starting with the most recent call. Press **CID/▲** or **CID/▼** to scroll through the caller ID entries.

3. Press **FLASH** to exit and return to idle mode.



note

- If you try to review call history entries when there are no entries, the telephone shows **CALL LOG EMPTY** and you will hear an error tone.
- If you scroll to the end of the call history, the screen shows **END OF LIST** and you will hear an error tone.

Caller ID operation

To return a call

Use the following steps to dial a telephone number in the call history.

1. When the telephone is idle, press **CID/▲** or **CID/▼** to enter the call history.
2. Press **CID/▲** or **CID/▼** to scroll to the desired caller ID entry.
3. If you need to change the way the telephone number is dialed, press **SELECT** continually to scroll through the various dialing formats:

area code + seven-digit number

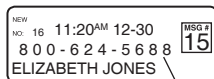
1 + seven-digit number

seven-digit number

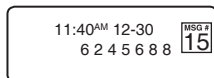
1 + area code + seven-digit number

4. Press **DISPLAY DIAL** to call using the speakerphone.
- OR -

Press **DISPLAY DIAL** and lift the handset to use the handset. The telephone automatically dials the displayed telephone number.



800-624-5688
1-624-5688
624-5688
1800-6245688



11:40AM 12:30
624-5688

note

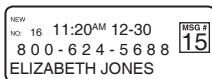
If there is no number in the displayed call history entry, when you dial it, you will hear an error tone.

Caller ID operation

To store a call history entry in a memory location

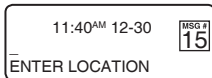
Use the following steps to store the telephone number of a call history entry in a one-touch or speed dial memory location.

1. When the telephone is idle, press **CID/▲** or **CID/▼** to enter the call history.



2. Press **CID/▲** or **CID/▼** to scroll to the desired caller ID entry.

3. If you need to change the way the telephone number is dialed, press **SELECT** continually to scroll through the various dialing formats:



area code + seven-digit number

1 + seven-digit number

seven-digit number

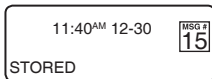
1 + area code + seven-digit number

4. Press **MEM**. The screen shows **ENTER LOCATION**.
5. To save the displayed telephone number in a one-touch memory location, press the desired one-touch key (**M1**, **M2** or **M3**).

-OR-

To save the displayed telephone number in a speed dial memory location, press a dial pad key (**0** through **9**) to choose the desired speed dial memory location.

6. The screen shows **STORED** with a confirmation tone and then returns to the call history.



7. Press **FLASH** to return to idle mode.

note

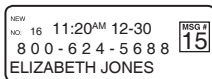
- If there is no number in the displayed call history entry, when you press **MEM** in step 4, you will hear an error tone.
- If the memory location you selected in step 5 above is occupied, the new telephone number replaces the old one. Take caution not to replace entries you do not wish to delete from the memory locations.

Caller ID operation

To store a call history entry in the directory

Use the following steps to store the telephone number and name of a call history entry in the directory.

1. When the telephone is idle, press **CID/▲** or **CID/▼** to enter the call history.



2. Press **CID/▲** or **CID/▼** to scroll to the desired caller ID entry.

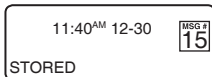
3. If you need to change the way the telephone number is stored, press **SELECT** continually to scroll through the various dialing formats:

area code + seven-digit number

1 + seven-digit number

seven-digit number

1 + area code + seven-digit number



4. Press **MENU** to store the displayed telephone number in the directory. The screen shows **STORED** with a confirmation tone.
5. Press **FLASH** to return to idle mode.

note

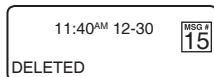
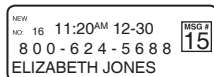
- If there is no number in the displayed call history entry, when you press **MENU** in step 4, you will hear an error tone.
- If the directory is full, when you press **MENU** in step 4, the screen shows **MEMORY FULL** and you will hear an error tone.

Caller ID operation

To delete a call history entry

Use the following steps to delete a call history entry.

1. When the telephone is idle, press **CID/▲** or **CID/▼** to enter the call history.
2. Press **CID/▲** or **CID/▼** to scroll to the caller ID entry.
3. Press **REMOVE** to delete the currently displayed entry. The screen shows **DELETED** with a confirmation tone and then shows the next call history entry, if any.
4. Press **FLASH** to return to idle mode.



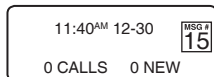
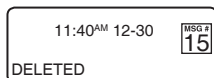
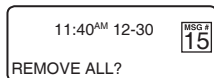
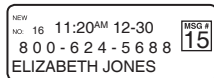
To delete all call history entries

Use the following steps to delete all call history entries.

1. When the telephone is idle, press **CID/▲** or **CID/▼** to enter the call history.
2. Press and hold **REMOVE**. The screen shows **REMOVE ALL?**
3. Press **REMOVE** within three seconds to confirm and delete all records from the call history. The screen shows **DELETED** with a confirmation tone and then returns to idle mode automatically. Once deleted, you cannot retrieve entries.

-OR-

Press **FLASH** to exit and leave all caller ID entries intact.

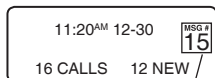


Answering system operation

Message capacity

The answering system can record up to 99 messages, depending on the length of each message. Individual message can be up to three minutes long, and the total maximum recording time is 19 minutes. Messages remain available for replay until you delete them.

If the recording memory is full, the message window displays **F**. Delete some messages to make room for more.



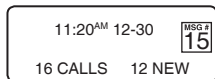
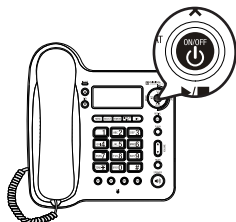
Message window

Answering mode

To turn on the answering system

To turn the answering machine on and answer calls:

- Press **ON/OFF** until the system announces “*Answering machine is on.*” The **ON/OFF** light is on.
- When the answering system is turned on, if recording time is less than five minutes, the system announces “*Less than five minutes record time left.*”
- When the answering system is turned on, if the memory is full, the system announces “*Memory is full.*”



note

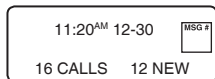
If the recording memory is full, the answering system answers the incoming call after 10 rings and announces, “*Memory is full. Enter remote access code.*” The telephone does not record messages and hangs up automatically if the remote access code is not entered within 15 seconds.

To turn off the answering system

To turn the answering machine off and not answer calls:

- Press **ON/OFF** until the system announces, “*Answering machine is off.*” The **ON/OFF** light is off and the message window is blank.

If the answering system is off, after 10 rings, the system announces “*Enter remote access code.*” The telephone hangs up automatically if the remote access code is not entered within 15 seconds.

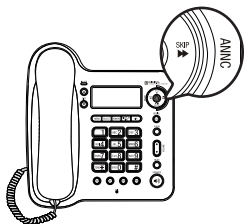


Answering system operation

Outgoing announcement

The outgoing announcement is the message callers hear when calls are answered by the answering system.

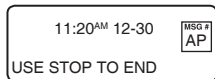
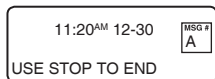
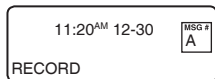
If the answering system is on (see **To turn on the answering system** on page 43), the telephone automatically answers calls with “*Hello, please leave a message after the tone.*” You can use this announcement, or replace it with a recording of your own.



To record your outgoing announcement

Use the following steps to record an outgoing announcement with a recording of your own.

1. Press **▶SKIP/ANNC**. The screen shows **RECORD** and the message window displays **A**.
2. Press **SELECT**. The screen shows **USE STOP TO END** with a long beep.
3. Speak towards the microphone (**MIC**) on the telephone and maintain a distance of about nine inches. You can record an announcement for up to two minutes. Announcements shorter than one second are not recorded.
4. Press **▶■PLAY/STOP** to end the recording. The recorded announcement automatically plays back and then the telephone automatically returns to idle mode with a beep.



note

If the recording memory is full, when you press **SELECT** in step 2, the answering system announces, “*Memory is full.*” The telephone automatically returns to idle mode. In this case, you need to delete some messages (see **Options during message playback** on page 46) and then record your new outgoing announcement.

Answering system operation

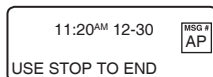
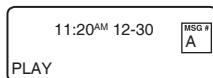
To play the outgoing announcement

Use the following steps to listen to the outgoing announcement.

1. Press **▶▶SKIP/ANNC**. The screen shows **RECORD** and the message window displays **A**.
2. Press **◀◀REPEAT/MEMO** or **▶▶SKIP/ANNC** to scroll to **PLAY**.
3. Press **SELECT**. The current announcement plays. The message window displays **AP**.
4. When the playback is finished, the telephone beeps once and then automatically returns to idle mode.

-OR-

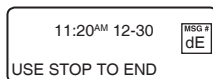
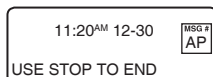
Press **▶/■PLAY/STOP** to end the playback and return to idle mode.



To delete your outgoing announcement

Use the following steps to delete the outgoing announcement you recorded.

1. Follow steps 1-3 in **To play the outgoing announcement** on this page to play back the current announcement.
2. Press **XDELETE** during playback to delete your announcement. The telephone announces *"Deleted"* with a beep and displays **dE** on the message window for two seconds.
3. The system plays the pre-recorded announcement, *"Hello, please leave a message after the tone."* After a beep, the telephone automatically returns to idle mode.



When your outgoing announcement is deleted, calls are answered with the pre-recorded announcement, *"Hello, please leave a message after the tone."*

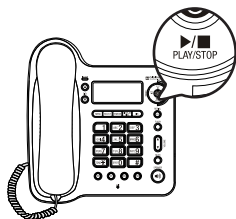
Answering system operation

Message playback

To play messages

If you have new messages, the system plays only the new messages (oldest first). If there are no new messages, the system plays all messages (oldest first).

1. Press **▶/■PLAY/STOP** to begin message playback.
2. Press **▶/■PLAY/STOP** to end message playback.



note

If there are no messages, when you press **▶/■PLAY/STOP** to begin message playback, the telephone announces, "You have no messages."

Information about messages

- Before each message, the answering system announces the day and time (day/time stamp) it was received. The message window displays the message number currently playing.
- After the last message, the answering system announces, "End of messages."

note

If the date and time are not set (see **Set date and time** on page 16), **SET CLOCK** flashes on the screen and before each message the answering system announces "Time not set."

Options during message playback

- To adjust the playback volume to a comfortable level (**L1** through **L9**), press **⬆VOLUME**.
- To skip to the next message, press **▶▶SKIP/ANNC**.
- To go back to the previous message, press **◀◀REPEAT/MEMO** while the telephone is playing the day and time the current message was received.
- To repeat the message currently playing, press **◀◀REPEAT/MEMO** after the telephone plays the day and time the current message was received.
- To delete the message currently playing, press **XDELETE**.
- To stop playback and exit, press **▶/■PLAY/STOP**.

note

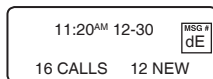
- After a power outage, once the phone regains power, the playback volume automatically resets to **L5**.
- If you have reached the highest or lowest setting when you press **⬆VOLUME**, the telephone beeps three times.

Answering system operation

To delete all old messages

Use this feature to delete all old messages. New (unheard) messages cannot be deleted until you have listened to them.

1. When the telephone is idle, press **XDELETE**, the answering system announces *"To delete all old message, press delete again."* Press **XDELETE** again within three seconds to delete all old messages.
2. The system announces, *"All old messages deleted."* The message window displays **dE** for two seconds with a long beep to confirm the deletion. Once you have removed a message, you cannot restore it.



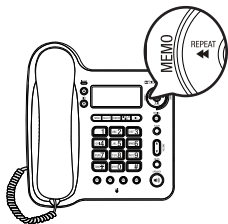
note

If you have no old messages when you press **XDELETE** in step 1, the telephone says, *"You have no old messages."*

Answering system operation

Recording and playing memo

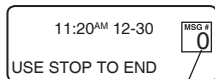
Memos are messages you record yourself. They are saved, played back and deleted exactly like incoming messages. You can record a memo as a reminder to yourself, or leave a message for someone else using the same telephone.



To record a memo

Use the following steps to record a memo.

1. Press **◀REPEAT/MEMO**. The screen shows **USE STOP TO END**.
2. Speak towards the microphone (**MIC**) on the telephone and maintain a distance of about nine inches. The elapsed time (in seconds, 0-59) appears on the message window while recording. You can record a memo up to three minutes. Memos shorter than one second are not recorded.
3. Press **▶/■PLAY/STOP** to stop recording. The telephone beeps to confirm the recording is finished.



Counting

note

If the answering system memory is full, when you press **◀REPEAT/MEMO** in step 1, the answering system announces, "Memory is full." The telephone automatically returns to idle mode.

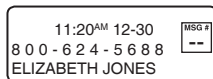
To play back memos

Memos are stored as messages. See **Message playback** on page 46 for instructions on playback and deletion.

Answering system operation

Call screening

If **CALL SCREENING** is **ON** (see **Feature summary** on page 13), the incoming messages on your telephone are played through the speaker while they are being recorded. While call screening, you can press **↕VOLUME** to adjust the volume to a comfortable level (**L1** through **L9**).



Priority call

You may choose to give your priority code (see **Feature summary** on page 13) to those parties who you would like to know when they are calling. When the person calls, and they enter your priority code while the answering system is playing the outgoing announcement. The answering system asks the caller to “*Please wait a moment.*” The telephone then plays the priority call tone for 30 seconds to alert you that a person with a high priority is calling.

Call intercept

While call screening, you can lift the handset or press **🔊SPEAKER** to stop recording and speak to the caller.

During the 30-second priority call tone, you can lift the handset or press **🔊SPEAKER** to stop the tone and speak to the caller.

Answering system operation

Remote access

Use the remote access feature to access your answering system from any touch-tone telephone on a different telephone line (away from your home). A three-digit remote access code is required. This code is pre-set to 500. See page 18 to change the code.

To access your answering system

Use the following steps to access your answering system.

1. Dial your telephone number from any touch-tone telephone.
2. When the answering system answers, enter the three-digit remote access code (**500**, unless you have changed it). The answering system announces "*Remote access mode*," the number of messages ("*You have XX new messages*," "*You have XX old messages*," or "*You have no messages*,") beeps and then begins message playback.
3. Enter the remote commands (see **Remote commands** on this page).
4. Hang up to end the call and save all undeleted messages.

Remote commands

Play all messages 1	Press to play all messages.
Play new messages 2	Press to play new messages. If you have new messages, the system will play them starting with the oldest first. If there are no new messages, the system announces " <i>You have no new messages</i> ." Press 1 or 2 again to play all messages.
Delete a message 3	Press during a message playback to delete the current message.
Delete all old messages * 3	Press to delete all old messages. If there are no old messages, the system announces " <i>You have no old messages</i> ."
Replay current or previous message 4	Press while the telephone is playing the day and time the current message was received to go back to the previous message. Press after the telephone plays the day and time the current message was received to repeat the message.
Stop 5	Press to stop playback.

Answering system operation



Skip to next message 6	Press during playback to skip the current message and advance to the next message.
Turn system on or off 0	Press to turn the answering system on or off.

note

- If the answering system is off, the system answers the incoming call after 10 rings and announces, “*Enter remote access code.*” The telephone does not record messages and automatically hangs up if the remote access code is not entered within 15 seconds.
- If the recording memory is full, the answering system answers the incoming call after 10 rings and announces “*Memory is full. Enter remote access code.*” The telephone does not record messages and hangs up automatically if the remote access code is not entered within 15 seconds.
- If no command is entered within 15 seconds during remote access, the telephone automatically hangs up.

Appendix

Screen icons

NEW	The displayed call history entry is missed and unreviewed.
REP	You have received more than one call from this number.
NO:16	The position of the number stored in the call history.
	The ringer is turned off.
	There is an error in the caller ID information.

Message window displays

The message window usually displays the total number of messages. See the table below for explanations of other displays in this window.

(blank)	The answering system is off.
--	The answering system is answering a call. -OR- The answering system is being accessed remotely.
0	No messages.
1-99	Total number of messages and memos. -OR- During playback, the number of the message.
0-59 (counting)	Elapsed time while recording a memo.
A	You have accessed the announcement menu.
AP	The announcement you recorded is playing.
SET CLOCK	The clock needs to be set.
dE	All old messages are deleted, the message currently playing is deleted, or the announcement currently playing is deleted.
F	The answering machine memory is full. Delete some messages to make room for more.
L0 - L8	Current ringer volume while adjusting.
L1 - L6	Current handset listening volume while adjusting (L1 - L4). -OR- Current speakerphone listening volume while adjusting (L1 - L6).
L1 - L9	Current playback volume while adjusting (L1 - L9).

Appendix

Display screen messages

DELETED	All the entries stored in the call history have been deleted. -OR- The one-touch memory, speed dial memory, directory or call history entry has been deleted.
CALL LOG EMPTY	There are no entries in the call history.
DIRECTORY EMPTY	There are no telephone numbers stored in the directory.
END OF LIST	You have reached the end of the call history records.
LINE IN USE	Another telephone on the same line is in use.
RINGING	There is an incoming call.
NO AC POWER	There is no AC power. Check the power adapter connection to the telephone and the electrical wall outlet.
MEMORY FULL	The directory is full.
ONLY 15 ALLOWED	The name you entered in the directory is over 15 characters.
ONLY 24 ALLOWED	The number you entered in the one-touch memory, speed dial memory or directory is over 24 digits.
SET CLOCK	The clock needs to be set.
STORED	The entry is saved in the one-touch memory, speed dial memory or directory successfully.
XX CALLS YY NEW	There are XX calls in the call history and YY of them are new (missed and unreviewed).

Appendix

Alert tones

Beep (Key tone)	A key is pressed.
Beeeeeep (One short beep)	Command of the answering system is completed successfully.
Beeeeeeeeep (One long beep)	The answering system begins to record an announcement or a memo.
Three short high-pitched beeps (Confirmation tone)	Command is completed successfully.
One long low-pitched beep (Error tone)	<ul style="list-style-type: none">• Command has failed.• The number you entered in the one-touch memory location, speed dial memory location or directory is over 24 digits.• The name you entered in the directory is over 15 characters.• There are no telephone numbers stored in the directory.• There are no call history entries.• You have reached the end of the directory records.• You have reached the end of the call history.• There is no telephone number in the one-touch memory location you dialed.• There is no telephone number in the speed dial memory location you dialed.• There is no telephone number in the call history entry you dialed.
Beep-beep every 15 seconds (Message alert tone)	There are new messages.
Four high- then low-pitched beeps (Priority call tone)	The incoming call is a priority call.
Beep-beep-beep (Volume alert tone)	The volume (handset, speakerphone or message playback) has reached the maximum or minimum.

Appendix

Troubleshooting

If you have difficulty with your telephone, please try the suggestions below. For Customer Service, visit our website at www.vtechcanada.com, or call 1 (800) 267-7377.

My telephone appears to be dead.

- Make sure the power adapter is securely plugged into an electrical outlet not controlled by a wall switch.
- Unplug the power adapter from the electrical outlet. Wait for approximately 15 seconds, then plug it back in. Allow up to one minute for the telephone to synchronize.
- Disconnect the telephone base from the telephone wall jack and plug in a working telephone. If this telephone does not work, the problem is probably in the wiring or the telephone service. Call the telephone service provider.

There is no dial tone.

- First, try all suggestions in **My telephone appears to be dead** on this page.
- The telephone line cord might be malfunctioning. Try installing a new telephone line cord.
- Make sure the coiled handset cord is securely installed between the handset and the telephone base.
- Disconnect the telephone base from the telephone wall jack and connect a different telephone. If there is no dial tone on that telephone either, the problem is in your wiring or telephone service. Contact your telephone service provider (charges may apply).

I cannot dial out.

- First, try all suggestions in **There is no dial tone** on this page.
- Make sure there is a dial tone before dialing. It is normal for the telephone to take a second or two before producing a dial tone. Wait an extra second before dialing.
- Check that all the telephones connected to the same telephone line are hung up.
- Make sure to set the **DIAL TYPE** to the correct setting (pulse dialing or tone dialing) for the service in your area (see **Feature summary** on page 13).

Appendix

- If any of your other telephones are having the same problem, the problem is in the wiring or telephone service. Contact your telephone service provider (charges may apply).
- If you are using the speakerphone, eliminate any background noise. Noise from a television, radio, or other appliances might cause the telephone to not dial out properly. If you cannot eliminate the background noise, first try muting the telephone before dialing, or dialing from another room in your home with less background noise.

The telephone does not ring when there is an incoming call.

- Make sure the ringer is on (see **Ringer volume** on page 22).
- Make sure the telephone line cord and power adapter are plugged in properly (see **Telephone installation** on page 5).
- There might be too many extension telephones on the telephone line to allow all of them to ring simultaneously. Try unplugging one telephone at a time until the telephones start ringing.
- Test a working telephone at the same telephone jack. If another telephone has the same problem, the problem is in the telephone jack. Contact your telephone service provider (charges may apply).
- The telephone line cord might be malfunctioning. Try installing a new telephone line cord.

My calls fade out or cut in and out when I am using the telephone.

- If you are using the handset when this problem occurs, try unplugging the coiled handset cord and firmly plugging it in the handset and telephone base again.
- If you are using the speakerphone when this problem occurs, eliminate any background noise. Noise from the television, radio, or other appliances might cause the speakerphone to cut in and out. Try pressing **MUTE** when you are not speaking or eliminating the background noise.
- Disconnect the telephone base from the telephone wall jack and plug in another corded telephone. If calls are still not clear, the problem is probably in the wiring or telephone service. Contact your telephone service provider (charges may apply).
- If you subscribe to high-speed Internet service (digital subscriber line - DSL) through your telephone line, you must install a DSL filter between the telephone line cord and the telephone wall jack (see **Telephone installation** on page 5). The filter prevents noise and caller ID problems caused by DSL interference. Please contact your DSL service provider for more information about DSL filters.

Appendix

I hear other calls when using the telephone.

- Disconnect the telephone base from the telephone wall jack. Plug in a different telephone. If you still hear other calls, the problem is probably in the wiring or telephone service. Contact your telephone service provider (charges may apply).

Display screen is blank.

- Make sure the power adapter is securely plugged in the **POWER** jack on the back of the telephone base and into an electrical outlet not controlled by a wall switch.

Operation during a power failure.

- This telephone operates during a power failure if a telephone line cord is installed between the wall jack and the telephone base. You are able to answer calls with the handset, dial calls (touch-tone dialing only) using the dial pad keys, and adjust the handset listening volume. No other features work unless AC power is recovered. The ringer volume, handset volume, speakerphone volume and message playback volume automatically reset to the default setting. All settings in menu options (except **SET TIME/DATE**) and all messages stored in the mailbox are retained during a power failure.

My caller ID features are not working properly.

- Caller ID is a subscription service. You must subscribe to this service from your telephone service provider for this feature to work on your telephone.
- The caller might not be calling from an area that supports caller ID.
- Both you and the caller's telephone service providers must use equipment compatible with caller ID service.
- Make sure you select **ALL CALLS** in **CALL LOG** (see **Feature summary** on page 13) to set the telephone to record caller ID information in the call history.
- If you select **NEW CALL FIRST** in **CALL LIST ORDER**, the telephone first shows the new (unreviewed) caller ID entries then entries in chronological order in the call history. If you select **BY TIME**, the telephone shows the caller ID entries in chronological order starting with the most recent call in the call history (see **Feature summary** on page 13).
- Make sure the area codes are set correctly in the telephone (see **Set home area code** on page 17 and **Set local area code** on page 18).
- Reset the telephone. See **Common cure for electronic equipment:** on page 60.

Appendix

- If you subscribe to high-speed Internet service (digital subscriber line - DSL) through your telephone line, you must install a DSL filter between the telephone line cord and the telephone wall jack (see **Telephone installation** on page 5). The filter prevents noise and caller ID problems caused by DSL interference. Please contact your DSL service provider for more information about DSL filters.

The telephone does not receive caller ID or the telephone does not display caller ID during call waiting.

- Make sure you subscribe to caller ID with call waiting features provided by the telephone service provider.
- The caller might not be calling from an area that supports caller ID.
- Both you and the caller's telephone service providers must use equipment compatible with caller ID service.
- If you subscribe to high-speed Internet service (digital subscriber line - DSL) through your telephone line, you must install a DSL filter between the telephone line cord and the telephone wall jack (see **Telephone installation** on page 5). The filter prevents noise and caller ID problems caused by DSL interference. Please contact your DSL service provider for more information about DSL filters.

The answering system does not answer after the correct number of rings.

- Make sure the answering system is on (see **To turn on the answering system** on page 43). When the answering system is on, the **ON/OFF** light should be lit.
- If you choose **tS 2-4** (or **tS 4-6**) in **# OF RINGS**, the answering system picks up incoming calls after two (four, if you select **tS 4-6**) rings if there are any new messages. When there are no new messages, the answering system picks up incoming calls after four (six, if you select **tS 4-6**) rings (see **Feature summary** on page 13).
- If the memory is full or if the answering system is off, the system answers after ten rings.
- In some cases, the answering system may be affected by the ringing system used by the telephone service provider.

Appendix

The announcement message is not clear.

- When recording the announcement, make sure you speak in a normal tone of voice about nine inches from the telephone base.
- Make sure there is no background noise (television, music, traffic, etc.) when recording.

The messages on the answering system are incomplete.

- If a caller leaves a very long message, part of it may be lost when the system disconnects the call after three minutes.
- If the caller pauses for more than 7 seconds, the system stops recording and disconnects the call.
- If memory is full while recording a message, the answering system announces, *"Memory is full"* and then hangs up. You need to delete some old messages in order to make room for new messages.
- If the caller enters your priority code, the answering system stops recording and announces, *"Please wait a moment."* (See **Priority call** on page 49.)
- If the caller's voice is very soft, the system may stop recording and disconnect the call.

The messages are very difficult to hear.

- Press **⬆VOLUME** to adjust the speaker volume.

The answering system does not respond to remote commands.

- Make sure you are using the correct remote access code (see **Feature summary** on page 13).
- Make sure you are calling from a touch-tone telephone (away from home). When dialing a number, you should hear tones. If you hear clicks, then it is not a touch-tone telephone and cannot activate the answering system.
- The answering system might not detect the remote access code when your announcement is playing. Wait until the announcement is over before entering the code.
- There might be interference on the telephone line you are using. Press the dial pad keys firmly when dialing.

Appendix

I subscribe to a non-traditional telephone service that uses my computer to establish connections, and my telephone doesn't work.

- Make sure your computer is powered on.
- Make sure your Internet connection is working properly.
- Make sure that the software is installed and running for your non-traditional telephone service.
- Make sure to plug your USB telephone adapter into a dedicated USB port on your computer. Do not plug into a multiple port USB hub (USB splitter) that is not powered.
- In a few rare instances, the USB port on your computer may not have enough power. In these instances, try using a USB hub with its own external power supply.
- If you are using a firewall, it may prevent access to your non-traditional telephone service provider. Contact your service provider for more information.

Common cure for electronic equipment:

- If the telephone is not responding normally, try resetting the telephone. Do the following in the order listed:
 1. Disconnect the power adapter to the telephone base.
 2. Disconnect the telephone line cord to the telephone base.
 3. Wait a few minutes before connecting the power adapter and the telephone line cord to the telephone base.
 4. Wait for the telephone to start up its connection. This might take up to one minute.

Appendix

Important safety instructions

When using your telephone equipment, basic safety precautions should always be followed to reduce the risk of fire, electric shock and injury, including the following:

1. Read and understand all instructions.
2. Follow all warnings and instructions marked on the product.
3. Unplug this product from the wall outlet before cleaning. Do not use liquid or aerosol cleaners. Use a damp cloth for cleaning.
4. Do not use this product near water.
5. Do not place this product on an unstable table, shelf, stand or other unstable surfaces.
6. Slots and openings in the back or bottom of the telephone base and handset are provided for ventilation. To protect them from overheating, these openings must not be blocked by placing the product on a soft surface such as a bed, sofa or rug. This product should never be placed near or over a radiator or heat register. This product should not be placed in any area where proper ventilation is not provided.
7. This product should be operated only from the type of power source indicated on the marking label. If you are not sure of the type of power supply in your home or office, consult your dealer or local power company.
8. Do not allow anything to rest on the power cord. Do not install this product where the cord may be walked on.
9. Never push objects of any kind into this product through the slots in the telephone base or handset because they may touch dangerous voltage points or create a short circuit. Never spill liquid of any kind on the product.
10. To reduce the risk of electric shock, do not disassemble this product, but take it to an authorized service facility. Opening or removing parts of the telephone base or handset other than specified access doors may expose you to dangerous voltages or other risks. Incorrect reassembling can cause electric shock when the product is subsequently used.
11. Do not overload wall outlets and extension cords.
12. Unplug this product from the wall outlet and refer servicing to an authorized service facility under the following conditions:
 - When the power supply cord or plug is damaged or frayed.
 - If liquid has been spilled onto the product.
 - If the product has been exposed to rain or water.
 - If the product does not operate normally by following the operating instructions. Adjust only those controls that are covered by the operation instructions. Improper adjustment of other controls may result in damage and often requires extensive work by an authorized technician to restore the product to normal operation.
 - If the product has been dropped and the telephone base and/or handset has been damaged.
 - If the product exhibits a distinct change in performance.
13. Avoid using a telephone (other than cordless) during an electrical storm. There is a remote risk of electric shock from lightning.
14. Do not use the telephone to report a gas leak in the vicinity of the leak.
15. Only put the handset of your telephone next to your ear when it is in normal talk mode.
16. The power adapters are intended to be correctly oriented in a vertical or floor mount position. The prongs are not designed to hold the plug in place if it is plugged into a ceiling or an under-the-table/cabinet outlet.

SAVE THESE INSTRUCTIONS

Appendix

Maintenance

Taking care of your telephone

Your telephone contains sophisticated electronic parts, so it must be treated with care.

Avoid rough treatment

Place the handset down gently. Save the original packing materials to protect your telephone if you ever need to ship it.

Avoid water

Your telephone can be damaged if it gets wet. Do not use the handset outdoors in the rain, or handle it with wet hands. Do not install the telephone base near a sink, bathtub or shower.

Electrical storms

Electrical storms can sometimes cause power surges harmful to electronic equipment. For your own safety, take caution when using electrical appliances during storms.

Cleaning your telephone

Your telephone has a durable plastic casing that should retain its luster for many years. Clean it only with a soft cloth slightly dampened with water or mild soap. Do not use excess water or cleaning solvents of any kind.

Remember that electrical appliances can cause serious injury if used when you are wet or standing in the water. If the telephone base should fall into the water, DO NOT RETRIEVE IT UNTIL YOU UNPLUG THE POWER CORD AND TELEPHONE LINE CORD FROM THE WALL. Then remove the telephone by the unplugged cords.

Appendix

FCC, ACTA and IC regulations

FCC Part 15

This equipment has been tested and found to comply with the requirements for a Class B digital device under Part 15 of the Federal Communications Commission (FCC) rules. These requirements are intended to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

Changes or modifications to this equipment not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

This device complies with Part 15 of the FCC rules. Operation is subject to the following two conditions: (1) this device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation. Privacy of communications may not be ensured when using this telephone.

To ensure safety of users, the FCC has established criteria for the amount of radio frequency energy that can be safely absorbed by a user or bystander according to the intended usage of the product. This product has been tested and found to comply with the FCC criteria. The handset may be safely held against the ear of the user. The telephone base shall be installed and used such that parts of the user's body other than the hands are maintained at a distance of approximately 20 cm (8 inches) or more.

This Class B digital apparatus complies with Canadian ICES-003.

FCC Part 68 and ACTA

This equipment complies with Part 68 of the FCC rules and with technical requirements adopted by the Administrative Council for Terminal Attachments (ACTA). The label on the back or bottom of this equipment contains, among other things, a product identifier in the format US:AAAEQ#TXXXX. This identifier must be provided to your local telephone company upon request.

The plug and jack used to connect this equipment to premises wiring and the telephone network must comply with applicable Part 68 rules and technical requirements adopted by ACTA. A compliant telephone cord and modular plug is provided with this product. It is designed to be connected to a compatible modular jack that is also compliant. An RJ11 jack should normally be used for connecting to a single line and an RJ14 jack for two lines. See Installation Instructions in the user's manual.

The Ringer Equivalence Number (REN) is used to determine how many devices you may connect to your telephone line and still have them ring when you are called. The REN for this product is encoded as the 6th and 7th characters following the US: in the product identifier (e.g., if ## is 03, the REN is 0.3). In most, but not all areas, the sum of all RENs should be five (5.0) or less. For more information, please contact your local telephone company.

Appendix

This equipment may not be used with Party Lines. If you have specially wired alarm dialing equipment connected to your telephone line, ensure the connection of this equipment does not disable your alarm equipment. If you have questions about what will disable alarm equipment, consult your telephone company or a qualified installer.

If this equipment is malfunctioning, it must be unplugged from the modular jack until the problem has been corrected. Repairs to this telephone equipment can only be made by the manufacturer or its authorized agents. For repair procedures, follow the instructions outlined under the Limited Warranty.

If this equipment is causing harm to the telephone network, the telephone company may temporarily discontinue your telephone service. The telephone company is required to notify you before interrupting service. If advance notice is not practical, you will be notified as soon as possible. You will be given the opportunity to correct the problem and the telephone company is required to inform you of your right to file a complaint with the FCC. Your telephone company may make changes in its facilities, equipment, operation, or procedures that could affect the proper functioning of this product. The telephone company is required to notify you if such changes are planned.

If this product is equipped with a corded or cordless handset, it is hearing aid compatible.

If this product has memory dialing locations, you may choose to store emergency telephone numbers (e.g., police, fire, medical) in these locations. If you do store or test emergency numbers, please:

- Remain on the line and briefly explain the reason for the call before hanging up.
- Perform such activities in off-peak hours, such as early morning or late evening.

Industry Canada

Operation is subject to the following two conditions: (1) this device may not cause harmful interference, and (2) this device must accept any interference, including interference that may cause undesired operation.

The term "IC:" before the certification/registration number only signifies that the Industry Canada technical specifications were met.

The Ringer Equivalence Number (REN) for this terminal equipment is 0.1. The REN is an indication of the maximum number of devices allowed to be connected to a telephone interface. The termination on an interface may consist of any combination of devices subject only to the requirement that the sum of the RENs of all the devices does not exceed five.

This product meets the applicable Industry Canada technical specifications.

Appendix

Limited warranty

What does this limited warranty cover?

The manufacturer of this VTech Product warrants to the holder of a valid proof of purchase ("Consumer" or "you") that the Product and all accessories provided in the sales package ("Product") are free from defects in material and workmanship, pursuant to the following terms and conditions, when installed and used normally and in accordance with the Product operating instructions. This limited warranty extends only to the Consumer for Products purchased and used in the United States of America and Canada.

What will VTech do if the Product is not free from defects in materials and workmanship during the limited warranty period ("Materially Defective Product")?

During the limited warranty period, VTech's authorized service representative will repair or replace at VTech's option, without charge, a Materially Defective Product. If we repair the Product, we may use new or refurbished replacement parts. If we choose to replace the Product, we may replace it with a new or refurbished Product of the same or similar design. We will retain defective parts, modules, or equipment. Repair or replacement of the Product, at VTech's option, is your exclusive remedy. VTech will return the repaired or replacement Products to you in working condition. You should expect the repair or replacement to take approximately 30 days.

How long is the limited warranty period?

The limited warranty period for the Product extends for ONE (1) YEAR from the date of purchase. If VTech repairs or replaces a Materially Defective Product under the terms of this limited warranty, this limited warranty also applies to repaired or replacement Product for a period of either (a) 90 days from the date the repaired or replacement Product is shipped to you or (b) the time remaining on the original one-year warranty; whichever is longer.

What is not covered by this limited warranty?

This limited warranty does not cover:

1. Product that has been subjected to misuse, accident, shipping or other physical damage, improper installation, abnormal operation or handling, neglect, inundation, fire, water or other liquid intrusion; or
2. Product that has been damaged due to repair, alteration or modification by anyone other than an authorized service representative of VTech; or
3. Product to the extent that the problem experienced is caused by signal conditions, network reliability, or cable or antenna systems; or
4. Product to the extent that the problem is caused by use with non-VTech accessories; or
5. Product whose warranty/quality stickers, product serial number plates or electronic serial numbers have been removed, altered or rendered illegible; or
6. Product purchased, used, serviced, or shipped for repair from outside the United States of America or Canada, or used for commercial or institutional purposes (including but not limited to Products used for rental purposes); or
7. Product returned without a valid proof of purchase (see item 2 below); or
8. Charges for installation or set up, adjustment of customer controls, and installation or repair of systems outside the unit.

Appendix

How do you get warranty service?

To obtain warranty service in Canada, please call 1 (800) 267-7377. NOTE: Before calling for service, please review the user's manual - a check of the Product's controls and features may save you a service call.

Except as provided by applicable law, you assume the risk of loss or damage during transit and transportation and are responsible for delivery or handling charges incurred in the transport of the Product(s) to the service location. VTech will return repaired or replaced Product under this limited warranty. Transportation, delivery or handling charges are prepaid. VTech assumes no risk for damage or loss of the Product in transit. If the Product failure is not covered by this limited warranty, or proof of purchase does not meet the terms of this limited warranty, VTech will notify you and will request that you authorize the cost of repair prior to any further repair activity. You must pay for the cost of repair and return shipping costs for the repair of Products that are not covered by this limited warranty.

What must you return with the Product to get warranty service?

1. Return the entire original package and contents including the Product to the VTech service location along with a description of the malfunction or difficulty; and
2. Include a "valid proof of purchase" (sales receipt) identifying the Product purchased (Product model) and the date of purchase or receipt; and
3. Provide your name, complete and correct mailing address, and telephone number.

Other Limitations

This warranty is the complete and exclusive agreement between you and VTech. It supersedes all other written or oral communications related to this Product. VTech provides no other warranties for this Product. The warranty exclusively describes all of VTech's responsibilities regarding the Product. There are no other express warranties. No one is authorized to make modifications to this limited warranty and you should not rely on any such modification.

State/Provincial Law Rights: This warranty gives you specific legal rights, and you may also have other rights, which vary from state to state or province to province.

Limitations: Implied warranties, including those of fitness for a particular purpose and merchantability (an unwritten warranty that the Product is fit for ordinary use) are limited to one year from the date of purchase. Some states/provinces do not allow limitations on how long an implied warranty lasts, so the above limitation may not apply to you. In no event shall VTech be liable for any indirect, special, incidental, consequential, or similar damages (including, but not limited to lost profits or revenue, inability to use the Product or other associated equipment, the cost of substitute equipment, and claims by third parties) resulting from the use of this Product. Some states/provinces do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you.

Please retain your original sales receipt as proof of purchase.

Appendix

Technical specifications

Operating temperature	32°F — 122°F 0°C — 50°C
Power requirements	Power adapter input: AC120V 60Hz Power adapter output: AC6V 350mA
Size (Telephone base with handset and mounting bracket)	194.18mm x 216.60mm x 108.24mm
Weight	Telephone base with coiled handset cord, handset and mounting bracket: 708g
Memory	One-touch memory location: 3 memory locations; up to 24 digits in each telephone number Speed dial memory location: 10 memory locations; up to 24 digits in each telephone number Directory: 25 memory locations; up to 24 digits in each telephone number and 15 characters in each name Call history: 65 memory locations; up to 12 digits in each telephone number and 15 characters in each name Answering system: 19 minutes (up to 99 messages)

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